

appended claims are not necessarily limited to the specific features or actions described. For instance, although troubleshooting wizard 120 of Fig. 1 has been shown as being associated with client computing device 106, troubleshooting wizard 120 could also be implemented on the server computer 102. Accordingly, the specific features and actions are disclosed as exemplary forms of implementing the claimed subject matter

Please replace the Abstract section with the following:

Systems and methods for ~~mining~~ processing service requests for product support with indexed and clustered answer objects are described. In one aspect, unstructured service requests are converted to one or more structured answer objects. Each structured answer object includes hierarchically structured historic problem diagnosis data. In view of a product problem description, a set of the one or more structured answer objects is identified. Each structured answer object in the set includes term(s) and/or phrase(s) related to the product problem description. Historic and hierarchically structured problem diagnosis data from the set is provided to an end-user for product problem diagnosis.